

**Job Description**

JOB TITLE	Clinical Team Manager
DEPARTMENT	Crisis Resolution Intensive Support Service
BAND	7
REPORTS TO	Clinical Operations Manager/Clinical Services Manager
ACCOUNTABLE TO	Associate Director

**1 JOB SUMMARY AND WORKLOAD MANAGEMENT**

The Clinical Team Manager will work in partnership with the 8a manager to provide operational management of the team they have responsibility for on a day to day basis. The role will support other members of the team through effective leadership and clinical supervision. They will demonstrate a high level of practice experience. They will provide leadership and support to the teams and lead any future developments of the service provision

**The Clinical Team Manager will:**

- Organise, integrate, and lead a multi-professional team in providing a high quality service to service users of Leeds and York Partnerships Foundation Trust
- Ensure the delivery of a comprehensive targeted and user focused CRIS service through effective management, prioritisation and liaison with key stakeholders of the service.
- Develop and maintain effective working relationships with colleagues within the Trust and other relevant services and organisations, in order to maintain a safe and effective service.
- Ensure that all health care interventions are aimed at improving the experience of Service Users and their carers.
- Act as a champion for the service, demonstrating a participative and supportive management style with a commitment to team working.
- Ensure effective implementation and co-ordination of the Care Programme Approach.
- Provide supervision and support to the staff members of the team.
- Lead on the investigation of Clinical incidents in accordance to Trust Policy, complaints and service reviews and inspections.
  
- Attend relevant meetings with other services that may come into contact with the team.
- To maintain links with their own professional structure and support professional development.

- Ensure all operational, workforce and budget management responsibilities are taken within Trust guidelines and policies reporting to the Clinical Operational Manager as agreed.
- Establish communication and clinical networks to ensure effective service provision and sharing of good practice.
- Ensure all staff, project and budget management responsibilities are undertaken within Trust guidelines.
- Manage and lead the operational functioning of the team, participating in an on-call system if required.
- Will take a lead in organising clinical work within the teams, matching workload to activity and demand. When appropriate they will participate in the Triage, Assessment, Formulation and delivery of care intervention through WAA identified pathways.

## **2 KNOWLEDGE, SKILLS AND EXPERIENCE REQUIRED**

### **ESSENTIAL**

#### **Qualifications**

- Relevant Core Professional Qualification – i.e. Diploma OT/BSc OT, Dip SW/AHMP, RN (Mental Health), or other relevant qualification
- Evidence of post qualification development to degree level or similar gained through experience.

#### **Experience**

- Has experience of a leadership and management role in a team context, demonstrating the ability to motivate and value development of staff.
- Demonstrate an advanced knowledge and understanding of working with service users with complex needs/ co morbidly.
- Extensive experience of supervising other staff.
- Has experience of working within and influencing changes within clinical teams/MDTs
- Has experience of working at the appropriate level implementing and adhering to Trust Policies and Procedures.
- .Experience of assessing and managing risk and of holistic assessment of service users in community settings.
- Can demonstrate experience of formulating care plans appropriate to the OPS service user group.
- Can describe a service user potential route through the OPS pathways of care and identified a qualitative approach

#### **Competencies**

- Expert assessment and problems solving skills, particularly in the work of the team.
- High level skills to consult, liaise and negotiate with service users, carers/family members, other professionals and the wider community.
- Takes a leading role in the clinical work of the service provision ensuring effective/efficient service delivery

- Able to demonstrate a high level of expertise in the application of evidence-based practice.
- A commitment to the delivery of services that is responsive to service users culture, gender, age and their families and/or carers.
- Excellent written and verbal communication skills.
- Highly skilled in prioritising team and own work, especially whilst working under pressure.
- Ability to act decisively in unplanned, unexpected or unpredictable clinical situations involving complex clinical needs and/or risk.
- Able to delegate work whilst working under pressure.
- Demonstrate ability to act on own initiative.
- Ability to work in partnership with other teams and services
- Team player, who demonstrates excellent leadership skills
- Is proficient in the use of IT systems, and Trust systems
- Can demonstrate high level of expertise in the delivery of supervision using a variety of theoretical models.
- Highly skilled in facilitating and supervising prioritising the team and their own work, especially whilst working under pressure.
- Ability to act decisively in unplanned, unexpected or unpredictable clinical situations involving complex clinical needs and/or risk.
- Able to delegate work whilst working under pressure.
- .Ability to work in partnership with other teams and services in providing and developing

### ***Knowledge***

- An excellent understanding of mental health services, including relevant legislation.
- A clear understanding of and commitment to the role of the OPS community teams/services as defined in the Operational Policies of the OPS service deliveries
- A clear understanding of professional roles.
- An excellent understanding of the needs of people with mental health problems
- Knowledge of a range of supervision models and techniques
- High level knowledge of clinical assessment tools and techniques.
- High level and up to date knowledge of ICPs
- Expert level and up to date knowledge of risk factors, and the difference between historical and current risk
- Advanced knowledge of the psychological, social and biological impact on health
- A high level of ownership and understanding of the Care Programme Approach.
- An excellent understanding of the needs of people with mental health problems

### **Personal Characteristics**

- Capacity to embrace change and be proactive in the context of a new service.
- Calm and confident with people who are in distress.
- Reflective and considered approach to problem solving.
- Sensitive to the needs of people from minority ethnic communities
- Sensitive to the needs of people of all ages

- Shows evidence of being a good role model to other team members
- Ability to deal with complaints in a diplomatic and sensitive manner
- Demonstrates excellent leadership skills (assertiveness, ability to challenge constructively and without aggression, persistent, persuasive and honest and reliable and shows good judgement).
- Is consistent with and upholds NHS and Trust values.

### **3 COMMUNICATION AND WORKING RELATIONSHIPS**

- The post holder will have the ability to work across agencies, be able to develop effective working relationships with other services both within and external to the organisation.
- The post holder will support the team in the management of highly complex, confidential and highly sensitive information and will be required to utilise highly developed communication skills. The post holder may need to work in hostile or contentious environments.
- To take a leading role in supporting the development of effective working relationships with service users, carers, voluntary organisations and the local community as a whole.
- Resolve formal and informal verbal and written complaints in a timely and effective manner, communicating outcomes to relevant parties as delegated by the Clinical Services Manager and in accordance with Trust policy.
- Communicate effectively on relevant clinical and operational matters with staff, service users and stakeholders throughout the Trust and in partner organisations.
- Respect and facilitate the roles of all team members/staff groups.
- With the Clinical Operations Manager, professional leads and colleagues embed a shared philosophy and culture of practice.
- Support and maintain effective working relationships with commissioners and their representatives across the city.

### **4 PRINCIPAL DUTIES & AREAS OF RESPONSIBILITY**

- Lead, develop, manage and monitor workforce needs in the services, including PDP with team members, supporting continued personal development, caseload management and ensuring effective co ordination of the clinical skills available to the teams.
- To lead (with appropriate support from the Clinical Operations Manager) investigations and formulation of responses to complaints ensuring they are handled in accordance with Trust Policy.
- To be involved (at the appropriate) in investigations and the management of the Trust Employment Procedures e.g. performance and capability matters and Change Management Procedures dealing with sensitive issues and often communicating in a highly emotive atmosphere
- Ensure Performance Management requirements are achieved and maintained.

- To provide an immediate response to a serious untoward incident, offering initial support and guidance to staff and service users reporting through the Clinical Operations Manager.
- To support the Clinical Operations Manager in the investigation of Serious Untoward Incidents and the implementation of resultant action plan.
- To lead on the implementation of a range of audit and associated action plans including NICE guidelines, Care Programme Approach and Essence of Care.
- To carry out management supervision for clinical team members in the teams. To ensure that appropriate systems are in place to facilitate the teams clinical and management supervision structures. That auditable monitoring of supervision systems are implemented
- The Clinical Team Manager will have a responsibility to maintain and continually develop their professional and clinical knowledge, via regular contact with their professional network both within the Trust and on a regional and national level also as appropriate.
- Will deputise for Clinical Services Manager in their absence as required.
- To support the Clinical Services Manager in clinical governance/quality assurance including the development of the locality clinical governance plan. This will involve the development of complex and long term strategic plans which will influence the future development of the service
- Contribute to learning from and development of strategies for service Improvement from:-
  - SUI's
  - Disciplinary and Grievance cases
  - Clinical Incident Reports
  - Complaints and compliments
- Provide appropriate on-call support on a designated rota.
- Undertake service development projects and initiatives as designated by Clinical Services Manager.
- On a day to day basis ensure the appropriate use of financial resources within service areas, ensuring that all financial activities operate within Trust's finance standing instructions.
- Will conduct holistic and risk assessments and specific professional assessments to the highest professional standards, providing role model for other team members

## **5 DECISION MAKING AND ADVICE**

- To provide clinical leadership and role modeling to the teams they are working with.
- To adopt a leadership and management role with the team, coordinating and delegating tasks as appropriate
- To act as a clinical expert in providing advice direction and leadership to clinical and professional colleagues in the teams. Will ensure adherence to policy and procedures, new developments and managing change and communicate such

decisions positively and appropriately to staff throughout the service with regular communication/feedback to the Clinical Services Manager.

- On a day to day basis the post holder will make autonomous decisions regarding prioritization and utilization of resources. This will be supported by the Clinical Operations Manager.
- The post holder will interpret and apply Trust values to the service context.
- The post holder will be able to demonstrate a high level of skill and expertise in effective decision making whilst exposed to distressing and highly emotional situations.
- The post holder will be able to demonstrate a high level of skill in conflict management and resolution within and outside of the team expanding across professional groups and organizations.
- To maintain appropriate lines of management communication across services and other Trust services and departments.
- To act as a clinical expert in providing advice direction and leadership to clinical and professional colleagues in the teams. Will ensure adherence to policy and procedures, new developments and managing change and communicate such decisions positively and appropriately to staff throughout the service with regular communication/feedback to the Locality Manager.
- The post holder will interpret and apply Trust values to the service context.
- The post holder will be able to demonstrate a high level of skill and expertise in effective decision making whilst exposed to distressing and highly emotional situations.
- The post holder will be able to demonstrate a high level of skill in conflict management and resolution within and outside of the locality team expanding across professional groups and organizations.

## **6 INITIATING AND IMPLEMENTING CHANGE**

- To take a leading role with clinical governance for the service area. Participate in audit and research.
  - Will take a lead for complex projects and initiatives around service development and redesign
  - Support the management of change process
  - Ensure the delivery, maintenance, review and improvement of the integrated care pathways relevant to the service area.
  - Take a lead in the development of local working instructions/procedures within their service areas.
  - Will support the Clinical Operations Manager in using the lean approaches and productive principles, releasing time to care and will continually seek opportunities for service innovation improving quality and efficiency within the teams services and across the service boundaries.
  - Support strategic and local development of the education of other professionals
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- To take a leading role with clinical governance for the service area.
  - Participate in audit and research.

- Will take a lead for complex projects and initiatives around service development and redesign
- Support any management of change process with HR and Staff Side
- Ensure the delivery, maintenance, review and improvement of the integrated care pathways relevant to the service area.
- Take a lead in the development of clinical local working instructions/procedures within their service area.
- Will support the Clinical Operations Manager/Locality Manager in using the lean approaches and productive principles, releasing time to care and will continually seek opportunities for service innovation improving quality and efficiency within the locality and across the service boundaries

## **RESPONSIBILITY FOR FINANCE AND/OR HUMAN RESOURCES**

- To make effective use of all available resources under the guidance of the Clinical Operations Manager/Locality Manager
- Adhere to Trust financial instructions e.g.: mileage and expenses claims, timely submission of attendance sheets and activity recording.
- Extensively provide supervision and appraisals for designated staff.
- To ensure that all Trust Human Resources policies are applied correctly.

## **HEALTH, SAFETY & RISK MANAGEMENT**

You must at all times comply with the Leeds Partnerships Foundation NHS Teaching Trust Health & Safety Policies, in particular by following agreed safe working procedures and reporting incidents using the trust's risk incident reporting system.

You are required to inform the line manager of any safety issues that could affect you or others in the work place. You are responsible for your own Health & Safety and must co-operate with the management at all times in achieving safer work processes and work places, particularly where it can impact on others.

You will be trained in the correct use of any equipment provided to improve Safety and Health within the trust. You are required to use the equipment when necessary and as instructed; it is your responsibility to ensure the equipment is safe to use, prior to its use and must report any defects immediately to your manager.

## **PLUS FOR SUPERVISORY GRADES ONLY**

You are required to provide adequate supervision to ensure compliance with safe work practices.

You will be expected to carry out risk assessments, identify hazards in your work place, and evaluate the level of risk associated with identified hazards and implement adequate controls to eliminate or reduce the level of risk.

## **OR FOR MANAGEMENT GRADES ONLY**

You are responsible for the implementation and adherence to trust Safety Policies and Procedures for areas within your remit.

You are required to ensure suitable and sufficient risk assessments are completed for all areas within your remit. The controls identified must be evaluated and implemented where necessary.

You are required to review all risk assessments periodically and particularly when staffing and/or equipment changes. Monitoring the effectiveness of any control measures implemented

You are to ensure suitable and sufficient equipment is provided to sustain the Health & Safety of staff, patients and visitors to areas within your remit

## **8 TRAINING AND PERSONAL DEVELOPMENT**

You must take personal responsibility in agreement with your line manager for your own personal development by ensuring that continuous professional development remains a priority. You will undertake all mandatory training required for the role and participate in supervision/appraisal as necessary.

## **9 RESPECT FOR PATIENT CONFIDENTIALITY**

You should respect patient confidentiality at all times and not divulge patient information unless sanctioned by the requirements of the role.

## **10 TRUST VALUES**

You are required to act at all times in accordance with the Trust values of Improving Lives, Respect and Dignity, Compassion, Commitment to Quality of Care, Everyone Counts and Working Together.

## **11 EQUALITY AND DIVERSITY**

You must co-operate with all the policies and procedures designed to ensure equality of employment. Co-workers, patients and visitors must be treated equally irrespective of gender, ethnic origin, age, disability, sexual orientation, religion etc.

## **12 SPECIAL WORKING CONDITIONS**

The post holder will need to be able to travel around the city and from site to site.

## **13 INFECTION CONTROL RESPONSIBILITIES**

All staff employed by the Leeds Partnerships Foundation Trust have the following key responsibilities:

- Staff must wash their hands or use alcohol gel on entry and exit from all clinical areas and/or between each patient/service user contact.
- Staff members have a duty to attend annual mandatory hand hygiene training (clinical staff) or three yearly mandatory hand hygiene training (non clinical staff) provided for them by the Trust.
- Staff members who develop an infection (other than common colds and illness) that may be transmittable to patients have a duty to contact Occupational Health or Infection Control and seek advice on its' management.
- Compliance with all infection control policies and procedures will form an integral part of the practice of all staff.

**13 JOB DESCRIPTION AGREEMENT**

**JOB HOLDER'S NAME .....**

**JOBHOLDER'S SIGNATURE .....**

**DATE.....**

**LINE MANAGER'S NAME .....**

**LINE MANAGER'S SIGNATURE .....**

**DATE .....**